# MEDICATION ASSISTANCE TRAINING AND **DIVISION MONITORING RESPONSIBILIES**

For Adult DD, Child DD, and ABI Waiver Providers

**Developmental Disabilities Division** 

Phone 307.777.7115 Fax 307.777.6047

# PROVIDER REQUIREMENT

All Developmental Disabilities Division (Division) home and community-based waiver providers, who assist participants with medications, are required to comply with the Medication Assistance Standards, which were effective July 1, 2009 and revised April 19, 2011. Compliance with the standards includes providers having their own policies, procedures, and documentation tools implemented in accordance to these standards in order to ensure the health and safety of waiver participants who take medications. The policy and procedure standards are available on the Division's website under the "Medication Assistance Information" webpage. The highlighted areas have significant changes that should be noted.

For questions regarding provider requirements for Medication Assistance, contact a Division Nurse, either Paul Delap at 307-235-1182 or Dawn Wright at 307-856-9083, or contact your local Provider Support Specialist.

# QUALIFIED PERSONS TO ASSIST WITH MEDICATIONS

Any provider or provider staff, who assists a participant with medication, shall be:

- 1) A registered professional nurse or licensed practical nurse
- 2) A Medication Assistant, who is an unlicensed individual and has successfully completed the required training specified by the Division and is certified to assist waiver participants with medication in accordance with the Division's Medication Assistance policy.

Refer to the Medication Assistance Training and Division Monitoring document on the Division's Medication Assistance Webpage for more clarification on becoming a Medication Assistant and/or a Trainer.

# **MEDICATION ASSISTANT**

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A person who has successfully completed the training by the Division or a Division trained-Medication Assistant Trainer to assist participants with medication in accordance with Division's requirements. A Medication Assistant must recertify every two (2) years.

# Requirements to Become a Medication Assistant

- 1) The provider or staff shall participate in an instructional course on Medication Assistance in the form and manner approved by the Division;
- 2) The provider or staff shall achieve satisfactory completion and demonstration of all tasks required in the curriculum; and
- 3) The provider or staff shall achieve satisfactory completion of the competency-based test developed by the Division.

# **Other Requirements**

- 1) Recertify every 2 years. The length of a person's certification in Medication Assistance is two (2) years, after which time, the provider or provider staff must take the full course again and pass the test. The certificate expires the last day of the month it was awarded.
- 2) Provider tracks Recertification dates. The provider is responsible for tracking the dates staff has been trained and the date their certifications expire, then arrange for a re-certification training class from a certified Medication Assistance Trainer.
- 3) Unsatisfactory Completion. If a person fails to pass a Medication Assistance training course, the person must retake Medication Assistance Training course.
- 4) Retraining. If a Medication Assistant has a medication error, retraining may be required before the Medication Assistant can assist with other medications. If the Division or provider determines retraining is needed, then retraining shall consist of:
  - a) An overview of the original curriculum.

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- b) Observation of medication assistance tasks by a medication assistant trainer or licensed medical professional.
- c) Satisfactory completion of a competency-based test approved by the Division.
- d) If a participant needs assistance with medical procedures, such as injections, insulin, jejunostomy (J-tubes), gastrostomy (G-tubes), or vital signs, the Medication Assistant is required to have documentation that additional training on these procedures was received from a licensed medical professional and/or from the participant's legal representative.
- 5) **Accommodations.** Courses are delivered in English. If a person taking a course requires an interpreter, the Division must be notified to arrange for a specific training to accommodate the extra training time and preparation of materials.

# **MEDICATION ASSISTANT TRAINER**

#### **MEDICATION ASSISTANT TRAINER**

A registered nurse, licensed practical nurse, or person with experience and education requirements of a waiver case manager, who has successfully completed the Train-the-Trainer Medication Assistance curriculum and is approved to train persons in the Medication Assistance Training curriculum as specified by the Division. A Medication Assistance Trainer must recertify every three (3) years.

To become a Medication Assistant Trainer, the Division shall use a "train-the-trainer" approach. A Division Instructor shall hold quarterly classes to train qualified persons to be a Trainer for the Medication Assistance certified course in accordance to the standards and requirements listed. Courses may be re-schedule and/or cancelled due to low enrollment, weather, or other unforeseeable circumstances.

## **Trainer Qualifications**

The minimum qualifications to be a Medication Assistant Trainer include:

- 1) A licensed registered nurse or a licensed practical nurse in the State of Wyoming, or
- 2) A person, who is not a nurse, must:
  - a) Have a minimum of two (2) years (48 college hours) of college credit and two years (2) experience in the field of developmental disabilities or a high school diploma and four (4) years direct care experience in the field of Developmental Disabilities; and/or
  - b) Have two (2) years of training experience with CPR, First Aid, Mandt, or CPI.

# Requirements to become a Trainer

- 1) The person shall pre-qualify for a Train-the-Trainer course by submitting the credentials, related training experience, college transcripts and Developmental Disabilities field experience as specified above to the Division' Training Coordinator prior to attending a Trainer class.
- 2) The person shall agree and complete a "Trainer Agreement" prior to receiving certification to Train in Medication Assistance. This agreement is available on the Division's website.

## **Ongoing Trainer Requirements**

- 1) All providers who employ 20 full-time personnel or more shall have at least two (2) trainers employed or available through contract to keep an adequate number of staff trained as Medication Assistants to meet the needs of the participants served.
- 2) Trainers shall register their training classes online through the Division's website two weeks prior to the scheduled training dates. In the event of a cancellation, the trainer shall notify the Division's Training Coordinator within three (3) business days.
- 3) As part of the Division ongoing Quality Performance monitoring, trainers shall mail or fax to the Division Training Coordinator their class roster, surveys, and final exams for each class immediately after the class has been conducted. The Division has the class roster and survey forms available online and only these forms may be used. To obtain a copy of the exam, quizzes and a template of the Certificate, contact the Division Training Coordinator.
  - a) Training rosters must be completed legibly by attendees.
  - b) If a training roster is submitted with missing information or that is not legible, certifications may not be valid until correct and legible information is received.

# **DIVISION MONITORING**

## **Methods of Monitoring**

The Division shall be responsible for monitoring provider compliance with the Division's medication assistance policy and standards and the provider's own policies and procedures. Monitoring shall occur through:

- 1) **Plan of Care reviews.** The Division shall monitor provider compliance with medication management through an annual review of the plan of care by Participant Support Specialists
- 2) Critical incident reports and Complaints. The Division shall investigate and monitor concerns with Medication Assistance, provider compliance, or untrained personnel through a review of provider personnel files, interviews and observations in relation to the participants in the provider's care who are receiving medication assistance.
- 3) **Provider certification or recertification processes**. During an initial certification or a recertification of a provider, which occurs at least every two (2) years, the Division will review the provider's training records and personnel files to ensure qualified persons are assisting participants with medications if needed.
- 4) **Participant, Guardian, Provider Interviews**. Through a review of provider personnel files, interviews and observations with participants receiving medication assistance.
- 5) Participant File Reviews The Division will review a representative sample of waiver participant files every two years to verify if the participant is receiving the monitoring, medication management, and assistance with medication in a healthy and safe manner according to the Division standards. The sample files chosen will be identified in July of each year and reviewed throughout the following two fiscal years.
- 6) Unannounced visits to the Trainer's courses by Division staff. A Division Instructor shall attend a Trainer's Medication Assistance course unannounced at least once during the certification timeframe, or as needed, to observe and monitor the instruction of the course. Through monitoring, the Division Instructor ensures the trainer is teaching the curriculum effectively and is complying the Division's requirements for course content, setting, and approach.
- 7) **Registry.** The Division shall maintain a registry for all providers and provider personnel who have completed the Medication Assistance curriculum requirements and for all Trainers who have successfully completed the Division's Train-the-Trainer course.

# **Division Follow Up**

The Division shall follow up on any identified health or safety concerns regarding medication management by providers. During follow up of a medication management concern, the Division may review the provider's:

- 1) Medication assistance policies and procedures
- 2) Provider personnel files
- 3) Medication error policies and procedures
- 4) Medication-related forms, including
  - a) Incident Reports
  - b) Medication Assistance Records (MARs)
  - c) Medication Error forms
  - d) Medication and/or PRN reviews

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5) Case management documentation of follow up

If the Division identifies health, safety, and/or compliance concerns regarding medication management, such as unsafe practices or non-compliance with the Division's standards and requirements, then the provider shall:

- 1) Rectify the situation as quickly as possible, subject to approval by the Division, and/or
- 2) Receive re-education on the Division's requirements for Medication Assistance, and/or
- 3) Train or retrain personnel as needed to safely assist participant's with medication, and
- 4) Address the areas of non-compliance as identified by the Division.

The Division will conduct training or system improvements based upon an annual review of trend analysis compiled from incident reporting, medication errors, quality improvement plans, complaints, or other source of data compiled by the Division.